

Internal Job Posting

Intake Worker

West Neighbourhood House, formerly St. Christopher House, is a multi-service, neighbourhood-based agency that has served the diverse communities of downtown west Toronto since 1912. The central purpose of West Neighbourhood House is to enable less-advantaged individuals, families and groups in the community to gain greater control over their lives and community. Our programs are delivered annually to approximately 18,000 people of all ages by a dedicated team of approximately 235 staff and over 1,400 volunteers.

The Client and Family Services (CFS) program provides counseling, information and referral to adults 55 years and up, their caregivers and for persons with disabilities to meet their social, emotional and financial needs. The program is seeking a **Portuguese speaking** Intake Worker who will assesses client/caregiver needs in the community, appropriately linking and referring clients to suitable resources. The Intake Worker also provides ongoing monitoring to the client/caregiver until they are discharged, or their case is reassigned.

West Neighbourhood House is actively seeking applications from Indigenous, Black and People of Colour, persons with disabilities, women and persons of all sexual orientations and gender identities/expressions. Applicants with lived experience as a participant of West NH programs, or related programming from similar organizations, are also strongly encouraged to apply.

West Neighbourhood House will provide accommodation throughout the recruitment & selection process to applicants with disabilities. During any stage of the recruitment process, please indicate the nature of any accommodation(s) you may require. Any information received relating to accommodation measures will be addressed confidentially.

Responsibilities:

- Conduct Intake for all the programs of the Older Adult Centre
- Monitor the flow of clients through the agency and community service delivery system (from intake to discharge)
- Interview clients individually, in families, or in groups, to assess their situation and determine the types of services required
- Facilitate problem solving, care planning and advocating for clients and their families by connecting them with community resources and/or making appropriate referrals to agencies
- Provide interpretation of documentation and other correspondence, resource counseling and completion of various forms
- Attend regular staff and unit meetings
- Maintain case records and statistics, filing
- Perform any other duties as required

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Qualifications:

- Degree in social work (BSW) or Social Service Worker Diploma or equivalent education and training;
- Active membership in the College of Social Workers (or in process of acquiring membership) is required;
- **Good comprehension of verbal and written Portuguese is required;**
- Good understanding of community based and community support services in Toronto;
- Demonstrated skill in client assessment, crisis intervention and management;
- Excellent English verbal and written skills;
- Experience in working with diverse cultural and ethnic groups;
- Excellent communication skills: interpersonal, verbal and written skills in order to interact with clients and caregivers as well as to make referrals to other programs;
- Demonstrated knowledge of issues related to ethnicity and ageing, and of the relevant legislation and regulations governing care of the elderly;
- Demonstrated experience working in a multi-disciplinary team, as well as independently
- Computer literacy required, with database e.g. CIMS and word processing software;
- Flexibility to work from various locations and work settings, including remotely;
- Ability to work evening and weekend hours is required;
- Experience conducting virtual assessments/care plans/resource counselling with participants, families and other care providers;

Status: Permanent Full Time (Bargaining unit position)
Start Date: ASAP
Hours: 35 hours/week
Rate: \$25.44/hour (4 weeks vacation, paid sick days, 3 floater days, full benefits package after 3 months, Multi-Sector Pension Plan after 6 months)
Unit: Older Adult Centre
Immediate Supervisor: Coordinator, Client and Family Services
Posting Date: February 1, 2023
Closing Date: February 8, 2023

Please send resumes by 5 p.m. on the closing date to:

Hiring Committee
248 Ossington Ave.
Toronto, Ontario
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angelaxa@westnh.org